



Finding care options is now easier

Our Find Care tool helps you find doctors and compare costs

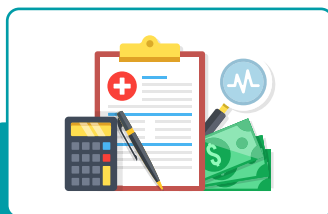
Choosing a provider who is right for you makes a difference — and choosing a provider in your plan can help keep your costs under control. You can easily find high-quality, cost-effective care using our Find Care tool on [anthem.com/ca](https://www.anthem.com/ca).

How you can use Find Care

The Find Care tool brings together details about doctors, hospitals, labs and other health care facilities in your plan. You can easily compare what's important to you, like cost, location and office hours. Find Care helps you:



Search for providers and facilities in your plan by name, specialty or procedure.



Compare costs for health care services based on your plan.



Find providers near you and explore virtual care options.



Review details about doctors, such as their specialties, gender, languages spoken and contact information.

Choose with confidence

You can start using **Find Care** by logging in to [anthem.com/ca](https://www.anthem.com/ca). Select **Find Care** and the tool will guide you through the steps.

We're ready to help you

If you have questions, you can reach us through the Message Center on [anthem.com/ca](https://www.anthem.com/ca).



Anthem Blue Cross Find Care

1. Go to www.anthem.com/ca
2. At the home page, click on the Find Care button
3. You can search as a member or as a guest.
4. If searching as a member, log in
5. If searching as a guest, click on "**Basic Search as a Guest**"
 - a. Select "**Medical Plan or Network**" under Select Type of Plan or Network
 - b. Select "**California**" for the state in which your employer's plan is contracted
 - c. Select "**Medical (Employer-Sponsored)**" for how you get insurance
 - d. For the network, select one of the following (screen shot shown below):
 - i. For HMO Plans: Select "**California Care HMO**"
 - ii. For PPO/HSA Plans: Select "**Prudent Buyer PPO/EPO**"
 - iii. For Out of State: Select "**National PPO (Blue Card PPO)**"
 - iv. For ASH Chiro/Acupuncture Providers on HMO plans: Select "**HMO Chiropractic/Acupuncture Network (American Specialty Health Plans)**"
6. On the next screen, you can search by zip code, name, specialty, or type of provider such as primary care or hospital.

Basic search as a guest

Select the type of plan or network

Medical Plan or Network (may also include dental, vision, or pharmacy benefits) ▼

Care Providers for Behavioral Health & Substance Use Disorder Services are listed under Medical plan or network.

Select the state where the plan or network is offered. (For employer-sponsored plans, select the state where your employer's plan is contracted in. Most of the time, it's where the headquarters is located.)

California ▼

Select how you get health insurance

Medical (Employer-Sponsored) ▼

Select a plan or network

Prudent Buyer PPO/EPO ▼

Protecting your health and wellness

Discover no-cost programs that can help



Your health plan comes with programs to help you confidently care for your well-being. It doesn't matter what health issues you may be experiencing or even what stage of life you're in — there is a program for everyone.



ConditionCare

Managing chronic conditions, such as asthma, diabetes, chronic obstructive pulmonary disease (COPD), or heart disease requires extra care and attention. To help you be at your best, the ConditionCare program offers free resources, including:

- 24/7 phone access to nurses who can address your health questions and concerns.
- Support from healthcare professionals to help you reach your health goals.
- Educational guides and useful tools to help you learn more about a certain condition.

Connect with the support you need

Call to access any of these programs at no extra cost:

- ConditionCare: 866-962-0957
- Future Moms: 800-828-5891
- 24/7 NurseLine: 800-337-4770



Future Moms

Preparing to have a baby can be exciting, but it may also feel overwhelming. The Future Moms program has supportive resources to ease your mind and help you have a healthy pregnancy. Sign up to take advantage of:

- 24/7 access to nurses who will answer your questions and check on you throughout pregnancy.
- A free copy of *Mayo Clinic Guide to a Healthy Pregnancy*.
- A free screening to check your health risks.
- Educational resources on making healthy decisions during pregnancy.
- Phone access to pharmacists, nutritionists, and other specialists.
- Labor and delivery information, including birthing options and how to prepare.



24/7 NurseLine

When your allergies flare up on the weekend or your little one spikes a fever at 3 a.m., you can ask a registered nurse for advice by calling 24/7 NurseLine. Nurses are ready any time of the day or night to:

- Answer your questions.
- Recommend where to go for care when your doctor isn't available.
- Help you find healthcare professionals in your area.
- Enroll you and your dependents in health management programs.
- Remind you about important preventive screenings and exams.



A caring team to help guide you

Anthem Health Guide is a concierge service for your health and health care

Health care benefits can seem complicated or confusing at times. To make the most of your benefits, you need to understand them. That is why you have a team of concierge-level customer service experts — ready to answer questions, advocate for your health and explain how to use your benefits. You can call a health guide or chat from your mobile device using our Sydney Health app.

Anthem health guides are here to help

Health guides are team members hand-picked for their kindness and understanding, their ability to listen and find a solution, all while also helping you feel less overwhelmed. They are experts at:

- **One-call resolution.** Our guides use advanced technology to see your whole health care picture while talking to you or advocating for you. They understand you are busy and may not have time for multiple conversations so they find the solution in the first call. Health guides take a comprehensive and personal approach, not only to help with your immediate needs but also anticipate future questions.
- **Advocating for you.** Health guides bring knowledge and experience to help make sure you are receiving the care you need. They will help break down barriers and eliminate “homework” for you, like calling providers about billing discrepancies, so you can focus on your health. If you need help finding a provider, guides can match you with an in-network provider that suits your needs. They can also help you save money by comparing costs for care at different hospitals and save on your prescription drugs, by switching to generic from brand-name, if available.
- **Coordinating care for better health.** Many people see more than one doctor. Health guides can connect you to health professionals who will help coordinate with doctors and other members of your care team. They can remind you of important preventive care, and even help schedule appointments for you, when possible. They also have in-depth knowledge about the programs and preventive care services that are part of your benefits, and they work closely with nurses, health coaches and social workers to provide support uniquely suited to you.

Anthem Health Guide is here to give you personalized help when you need it most. That way you can focus on what is most important: your health.

Reach out to an Anthem Health Guide

Connect from your Anthem Blue Cross Sydney Health mobile app or by logging in at anthem.com/ca. Then choose **Customer Support**, then **Contact Us**.

Call us at **800-284-2466**, Monday to Friday.

Sydney Health is offered through an arrangement with Carelon Digital Platforms, a separate company offering mobile application services on behalf of your health plan. ©2023

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STAY FIT AT HOME!



Check out these fitness offers for Anthem & Kaiser members!

To access these valuable programs, you must be signed into your [Anthem](#) or [Kaiser](#) member account.

[Active & Fit](#)

When Anthem or Kaiser members sign up for an Active & Fit gym membership (\$25 per month/\$25 one-time enrollment fee), they can access more than 1,500 on-demand workout videos, and once gyms are open, can visit any of the 11,000 fitness centers in the nationwide Active & Fit network.

- **Kaiser** member? Click [here](#), and then sign in to your Kaiser account by clicking on the Learn More box under Active & Fit Direct.
- **Anthem** member? Sign in to your Anthem account, then go to Care and then Discounts for the link to Active & Fit.

[ChooseHealthy](#)

Kaiser and Anthem members can get reduced rates on a variety of fitness, health, and wellness products through the ChooseHealthy program, including activity trackers, workout apparel and exercise equipment.

- **Kaiser** member? Click [here](#), and then sign in to your Kaiser account by clicking on the Learn More box under ChooseHealthy.
- **Anthem** member? Sign in to your Anthem account, then go to Care and then Discounts for the link to ChooseHealthy.

[ClassPass](#) (Special rate for Kaiser members)

Fitness industry leader ClassPass makes it easier for you to exercise from the comfort of home. Try yoga, cardio, and bootcamp, all without leaving your house!

- **Kaiser** member? Click [here](#), and then sign in to your Kaiser account by clicking on the Learn More box under ClassPass.
- **Anthem** member? Go direct to [ClassPass](#) to open an account and view available plans and pricing.



Take your benefits with you

With the BlueCard[®] PPO and Blue Cross Blue Shield Global[®] Core programs



BlueCard PPO Program

If you are away from home and you need care right away, you're covered. As an Anthem Blue Cross (Anthem) member, you have access to care across the country through the **BlueCard[®] PPO Program**. This includes **95% of doctors and 96% of hospitals in the U.S.**¹

Ways to access care across the U.S.:



Call **911** or go to the nearest hospital in an emergency.*



Go to [anthem.com/ca](https://www.anthem.com/ca), log in, and use the **Find Care** tool to search for a BlueCard PPO Program doctor or hospital.



Use the **Sydney HealthSM** mobile app to search for a BlueCard PPO Program doctor or hospital. Follow turn-by-turn directions to the nearest doctor, urgent care center, or hospital.



Call the **Member Services** number on your ID card. They can help you find a doctor or hospital.

If you're traveling, here's what you need to know:

- Before leaving the country, ask Member Services if your international benefits are different.
- Ask for approval before receiving care. This "precertification" helps you find care covered by your plan. To see if you need precertification, call the Member Services number on your ID card.
- Save money by seeing a BlueCard Program doctor or hospital. You only pay your usual out-of-pocket amounts (such as deductible, your percentage of costs, or copay). If you go to a doctor or hospital outside the program, you'll need to pay the entire bill up front.
- Show your Anthem ID card so the doctor or hospital can check your benefits and send us a claim for processing.

Remember to carry your ID card.



The "PPO-in-a-suitcase" symbol shows you can receive care from BlueCard PPO Program doctors and hospitals.

*You or a family member needs to call the Member Services number on your ID card within 24 hours (48 hours for members in Indiana) after going to the hospital or as soon as you can.

Blue Cross Blue Shield Global Core Program

If you're outside the U.S., you can use the **Blue Cross Blue Shield Global Core Program** for access to preferred doctors and hospitals in 190 countries and territories around the world.²

Ways to access care outside the U.S.:



Go straight to the nearest hospital in an emergency.



Go to bcbsglobalcore.com to search for a doctor or hospital.



Use the **Blue Cross Blue Shield Global Core** mobile app to find a doctor or hospital.



Call the **Blue Cross Blue Shield Global Core Service Center** 24/7 at **800-810-2583 (BLUE)** or call collect at **804-673-1177**. They can help you set up a doctor visit or hospital stay.

Download the Blue Cross Blue Shield Global Core app today

Use the mobile app to:

- Search for a doctor or hospital.
- Submit claims.
- Look up medical terms and phrases for many symptoms translated – and even use an audio feature to play the translation.
- Find a drug's generic name, local brand name, and availability.
- Find information on how to locate and contact a U.S. embassy.



Unless it's an emergency, call the Global Core Service Center before receiving care outside the U.S. Global Core will work with the doctor and Anthem to approve and accept a Guarantee of Payment (GOP). If a doctor or hospital has not accepted a GOP:

1. You will need to pay up front in full for your care.
2. Download an international claim form at bcbsglobalcore.com or request a form by calling the Member Services number on your ID card.
3. Fill out the claim form and send it with the original bills to the Blue Cross Blue Shield Global Core Service Center. You can submit them through the mobile app, email, or postal mail.

¹ Blue Cross Blue Shield Association website, The Blue Cross Blue Shield System (accessed February 2020): bcbs.com/about-us/the-blue-cross-blue-shield-system.

² GeoBlue® website, More than 20 years as a leader in international healthcare (accessed February 2020): about.geo-blue.com. The Blue Cross Blue Shield Global Core program was formerly known as BlueCard Worldwide®.

Blue Cross, Blue Shield, the Blue Cross and Blue Shield symbols, BlueCard, BlueCard Worldwide, and Blue Cross Blue Shield Global are trademarks of the Blue Cross Blue Shield Association, an association of independent Blue Cross and Blue Shield companies.

Sydney Health is offered through an arrangement with CareMarket, Inc., a separate company offering mobile application services on behalf of Anthem Blue Cross and Blue Shield health plans.

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Lark's diabetes prevention program

Frequently asked questions

If you are one of the roughly 88 million Americans with prediabetes,¹ Lark has a program that can help you address it with healthy lifestyle changes before it develops into type 2 diabetes. The following are answers to commonly asked questions about the digital program.

Q: What does it mean to have prediabetes?

A Having prediabetes means your blood sugar levels are higher than they should be. If you have prediabetes, you are at higher risk of heart attack, stroke, and developing type 2 diabetes. However, making small lifestyle changes can help you improve your health and prevent diabetes.

Q: How do I know if I am at risk for prediabetes?

A: Most people with prediabetes aren't aware they have it because they don't show symptoms and doctors don't routinely test for it. Key risk factors for prediabetes include your age, family history, weight, and activity level.¹ To determine your risk level and whether you are eligible for Lark's program, visit lark.com/anthemBC.

Q: What is a diabetes prevention program (DPP)?

A A diabetes prevention program uses guidelines from the CDC to teach you about prediabetes and help you make small lifestyle changes that can significantly reduce your chance of developing type 2 diabetes or other health issues.

Q: What is included in the Lark DPP?

A: Lark's diabetes prevention program includes access to a digital coach. Your coach is available 24/7 to offer friendly, personalized, text message-based coaching through the Lark mobile app. There are no meetings to attend or phone calls to schedule in advance. You can check in whenever and wherever it is convenient for you, right from your smartphone. As part of the program, you will also receive a wireless scale that uploads your information to the app automatically so you can easily track your progress and share it with your coach. Lark will even send you a personal activity tracker, as long as you stay active in the program.



Q: What topics can a Lark coach help me address?

A: Your Lark coach provides personalized support and guidance in several areas to help reduce your risk of developing type 2 diabetes, including:

- Weight loss and weight management
- Prediabetes-specific nutrition that doesn't involve counting calories
- Weekly prediabetes education, with daily check-ins to help you stay on track
- Stress management and identifying stress triggers
- Sleep and physical activity

Your coach also learns about you over time and customizes your coaching experience based on your goals and progress.

Q: How do I start my digital Lark coaching?

A: First, visit lark.com/anthemBC and take the one-minute Prediabetes Risk Test to determine if you are at risk for prediabetes. If the test indicates that you have prediabetes or are likely to have prediabetes, you'll be given a link to download Lark from the App Store® or Google Play™. You can begin interacting with your digital Lark coach immediately.

Q: How much does Lark's DPP cost?

A: Lark's DPP is included at no extra cost as part of your Anthem health benefits, and includes access to the mobile app. The wireless connected scale also comes at no extra cost.

Q: Will Lark share my personal data with my employer?

A: No. Lark may share generalized data, such as the number of employees using the program or the average amount of weight lost by employees, but Lark does not share individually identifiable data with your employer.

Q: Do people see results with Lark?

A: Yes. There are tens of thousands of people improving their health with Lark. After one year on the program, 40% of Lark members lose 5% of their starting weight.² This weight loss has been shown to greatly reduce the risk of developing type 2 diabetes.

Q: If I'm not good with technology will Lark's digital program still work for me?

A: Yes, Lark is for everyone. If you can text, you can use Lark. In fact, Lark users over the age of 50 have slightly better results than younger Lark users.³



Don't let prediabetes control your future. Let Lark show you how small changes now can lead to better health moving forward. Scan this QR code with your smartphone and take the one-minute quiz to determine your risk.

¹ Centers for Disease Control and Prevention website: *Prediabetes - Your Chance to Prevent Type 2 Diabetes* (accessed October 2020): cdc.gov.

² Lark internal data.

³ Lark internal data, *Clinical outcomes from older adults in a digital diabetes prevention program*.

Diabetes Prevention Program is provided by Lark, an independent company.

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A program focused on helping you improve your health

Introducing digital diabetes prevention coaching

Roughly 88 million Americans are living with prediabetes but 84% aren't even aware they have it.¹ Prediabetes often doesn't cause symptoms, but it does increase the risk of developing type 2 diabetes, heart disease, and stroke. That's why Anthem has partnered with Lark to offer a diabetes prevention program that can help you determine if you're at risk for prediabetes and if needed, take steps to address it.

This program can help you:



Lose
weight



Eat
healthier



Increase
activity



Sleep
better



Manage
stress

Better health is within your reach

You can participate in this program at no extra cost as part of your health plan. Track your progress, check in with your coach, and learn more about prediabetes right in Lark's free mobile app. This program is flexible, convenient, and follows guidelines from the Centers for Disease Control and Prevention (CDC) to help you make small changes that can improve your health and decrease your risk over time.



Weight loss with Lark

Losing weight can make a big difference in lowering your risk for type 2 diabetes. Lark members lose an average of 4.2% of their body weight in 12 months on the diabetes prevention program.² As part of the program, you receive a wireless scale at no extra cost to help you track your weight loss progress. Your scale also syncs with the Lark app so you can share updates with your coach.

24/7 coaching support

Losing weight and making lifestyle changes can feel intimidating even if you know it can lead to better health. Your coach can help you stay motivated. Send your coach a message anytime from anywhere and receive an immediate response and extra support when you need it most. During the course of the program, your coach will:

- Be available 24/7 through the Lark mobile app to provide personalized coaching.
- Customize your program based on your food preferences and lifestyle.
- Provide educational information on prediabetes and preventing type 2 diabetes.
- Help you learn about how stress affects your health and how to cope with it.

You are in control of your health. Prevent diabetes and start improving your overall health and well-being today.



Learn if you are at risk for prediabetes

Go to lark.com/anthemBC and take a quick one-minute survey to see if you could benefit from Lark's diabetes prevention program.



¹ Centers for Disease Control and Prevention website: *Prediabetes – Your Chance to Prevent Type 2 Diabetes* (accessed October 2020); cdc.gov.

² Lark internal data

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Connect with mental health support using our Sydney Health app or [anthem.com/ca](https://www.anthem.com/ca)

If you're feeling anxious or depressed, or having trouble coping with problems at home or at work, you can connect to a licensed therapist or board-certified psychologist or psychiatrist through a virtual care video visit.¹ Appointments can be scheduled within 1-2 weeks.² Psychiatrists are available to help you manage your medications.³ They do not provide counseling or talk therapy.

When it's time for your appointment, use your smartphone, tablet, or computer with a camera to meet securely through our **SydneySM Health** app or [anthem.com/ca](https://www.anthem.com/ca).



What people say about online visits⁴

89%

said the doctor they saw was professional and helpful

92%

thought the doctor understood their concerns

92%

were able to book a virtual visit sooner than an in-person visit

How to download our Sydney Health app:



Scan the QR code with your phone's camera or visit the App Store® or Google Play™.



Here's how to access the program through virtual care:

Download our no-cost **Sydney Health** app.

1. Register (if you haven't yet) and log in.
2. Once you register, your username and password are the same for our app and **anthem.com/ca**.
3. Select **Care** and then select **Virtual Care**.

Visit **anthem.com/ca**.

1. Register (if you haven't yet) and log in.
2. Once you register, your username and password are the same for **anthem.com/ca** and our **Sydney Health** app.
3. From the **Care** tab, select **Virtual Care** in the drop down menu. Then, click **Video Visit Options**.



¹ Online counseling is not appropriate for all kinds of problems. If you are in crisis or having suicidal thoughts, it's important that you seek help immediately. Please call 800-273-8255 (National Suicide Prevention Lifeline) or 911 for help. If your issue is an emergency, call 911 or go to your nearest emergency room. Emergency services are not provided through virtual care on the [app name] app or [website].

² Appointments subject to availability.

³ Prescriptions determined to be a "controlled substance" (as defined by the Controlled Substances Act under federal law) cannot be prescribed through virtual care on the Sydney Health app or anthem.com/ca.

³ Prescriptions determined to be a "controlled substance" (as defined by the Controlled Substances Act under federal law) cannot be prescribed through virtual care on the Sydney Health app or anthem.com/ca.

In addition to using a telehealth service, you can receive in-person or virtual care from your own doctor or another healthcare provider in your plan's network. If you receive care from a doctor or healthcare provider not in your plan's network, your share of the costs may be higher. You may also receive a bill for any charges not covered by your health plan.

LiveHealth Online is the trade name of Health Management Corporation, a separate company, providing telehealth services on behalf of Anthem Blue Cross.

Sydney Health is offered through an arrangement with Carelon Digital Platforms, a separate company offering mobile application services on behalf of your health plan. ©2024 The Virtual Primary Care experience is offered through an arrangement with Hydrogen

ACWA JPIA Member Costs (Effective 1/1/2025): Online Psychology or Psychiatry

- Anthem HMO or PPO - \$0
- Anthem CDHP - \$80-\$185 (depending on type of session) before deductible; \$0 after deductible

Health.

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Receive virtual care and support 24/7 with our Sydney Health app

Now you can connect more easily to the care you need through our **SydneySM Health** app. Have a video visit with a doctor on your mobile device or computer with a camera, 24/7.

Visit with a doctor for common health concerns

Doctors are available anytime, with no appointments or long wait times. They can help you with these types of conditions:

- COVID-19
- Flu
- Cold and fever
- Minor rashes
- Sore throat
- Headaches

During your video visit, the doctor will assess your condition, provide a treatment plan, and send prescriptions to the pharmacy of your choice, if needed.¹



What people say about virtual care visits²

89%

said the doctor they saw was professional and helpful

92%

thought the doctor understood their concerns

92%

were able to book a virtual visit sooner than an in-person visit

How to download our Sydney Health app:



Scan the QR code with your phone's camera or visit the App Store® or Google Play™.



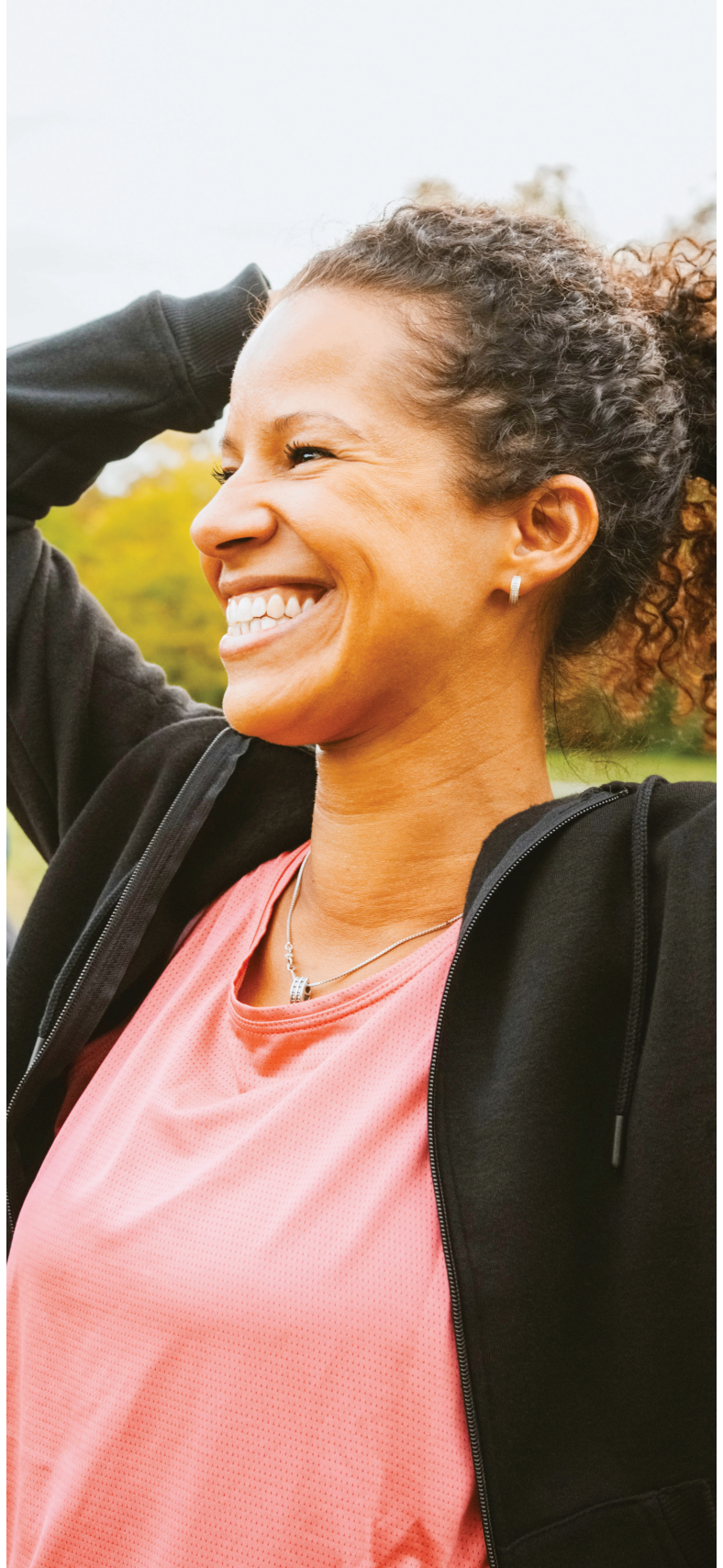
Here's how to access the program through virtual care:

Download our no-cost **Sydney Health** app.

1. Register (if you haven't yet) and log in.
2. Once you register, your username and password are the same for our app and **anthem.com/ca**.
3. Select **Care** and then select **Virtual Care**.

Visit **anthem.com/ca**.

1. Register (if you haven't yet) and log in.
2. Once you register, your username and password are the same for **anthem.com/ca** and our **Sydney Health** app.
3. From the **Care** tab, select **Virtual Care** in the drop down menu. Then, click **Video Visit Options**.



ACWA JPIA Member Costs (Effective 1/1/2025):

- Anthem HMO or PPO - \$0
- Anthem CDHP - \$55-\$125 (depending on visit type) before deductible; \$0 after deductible

¹ Prescription availability is defined by physician judgment.

² Based on Sydney Health utilization trends from top national clients.

In addition to using a telehealth service, you can receive in-person or virtual care from your own doctor or another healthcare provider in your plan's network. If you receive care from a doctor or healthcare provider not in your plan's network, your share of the costs may be higher. You may also receive a bill for any charges not covered by your health plan.

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Stay on top of your health

Use your preventive care benefits



Regular preventive care can help you stay healthy and catch problems early, when they are easier to treat. Our health plans offer all the preventive care services and immunizations below at no cost to you.¹ As long as you use a doctor, pharmacy, or lab in your plan's network, you won't have to pay anything. If you go to doctors or facilities that are not in your plan, you may have to pay out of pocket.

If you are not sure which exams, tests, or shots make sense for you, talk to your doctor.

Preventive care vs. diagnostic care

What's the difference? Preventive care helps protect you from getting sick. If your doctor recommends you receive services even though you have no symptoms, that's preventive care. Diagnostic care is when you have symptoms, and your doctor recommends services to determine what's causing those symptoms.

Adult preventive care

General preventive physical exams, screenings, and tests (all adults):

- Alcohol misuse: related screening and behavioral counseling
- Aortic aneurysm screening (for men who have smoked)
- Behavioral counseling to promote a healthy diet
- Blood pressure
- Bone density test to screen for osteoporosis
- Cholesterol and lipid (fat) levels screening
- Colorectal cancer screenings, including fecal occult blood test, barium enema, flexible sigmoidoscopy, screening colonoscopy and related prep kit, and computed tomography (CT) colonography (as appropriate)^{2, 3}
- Depression screening
- Diabetes screening (type 2)⁴
- Eye chart test for vision⁵
- Hepatitis B virus (HBV) screening for people at increased risk of infection
- Hearing screening
- Height, weight, and body mass index (BMI) measurements
- Hepatitis C virus (HCV) screening
- Human immunodeficiency virus (HIV): screening and counseling; as well as the necessary services for adults and adolescents at high risk of HIV acquisition who are prescribed preexposure prophylaxis (PrEP)
- Interpersonal and domestic violence: screening and counseling
- Lung cancer screening for those ages 50 to 80 who have a history of smoking 20 packs or more per year and still smoke, or who have quit within the past 15 years²
- Obesity: related screening and counseling⁴
- Prostate cancer screenings, including digital rectal exam and prostate-specific antigen (PSA) test
- Sexually transmitted infections: related screening and counseling
- Tobacco use: related screening and behavioral counseling
- Tuberculosis screening

Women's preventive care:⁶

- Breast cancer screenings, including exam, mammogram, and genetic testing for BRCA1 and BRCA2 when certain criteria are met⁷
- Breastfeeding: primary care intervention to promote breastfeeding support, supplies, and counseling^{8, 9, 10}
- Contraceptive (birth control) counseling
- Counseling related to chemoprevention for those at high risk for breast cancer
- Counseling related to genetic testing for those with a family history of ovarian or breast cancer
- Food and Drug Administration (FDA)-approved contraceptive medical services, including sterilization, provided by a doctor
- Human papillomavirus (HPV) screening⁹
- Interpersonal and domestic violence: screening and counseling
- Pelvic exam and Pap test, including screening for cervical cancer
- Pregnancy screenings, including gestational diabetes, hepatitis B, asymptomatic bacteriuria, Rh incompatibility, syphilis, HIV, and depression⁹
- Well-woman visits

Immunizations:

- Diphtheria, tetanus, and pertussis (whooping cough)
- Hepatitis A and hepatitis B
- Human papillomavirus (HPV)
- Influenza (flu)
- Measles, mumps, and rubella (MMR)
- Meningococcal (meningitis)
- Monkeypox and/or smallpox (at risk)
- Pneumococcal (pneumonia)
- Severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) (COVID-19)
- Varicella (chickenpox)
- Zoster (shingles)

The preventive care services listed above are recommendations of the Affordable Care Act (ACA) and are subject to change. They may not be right for every person. Ask your doctor what's right for you.

This sheet is not a contract or policy with Anthem Blue Cross. If there is any difference between this sheet and the group policy, the group policy provisions will rule. Please see your combined *Evidence of Coverage and Disclosure Form* or *Certificate* for exclusions and limitations.

Child preventive care

Preventive physical exams, screenings, and tests:

- Behavioral counseling to promote a healthy diet
- Blood pressure screening
- Cervical dysplasia screening
- Cholesterol and lipid (fat) levels screening
- Depression screening
- Development and behavior screening
- Diabetes screening (type 2)
- Hearing screening
- Height, weight, and BMI measurements
- Hemoglobin or hematocrit (blood count) screening
- Lead testing
- Newborn screening
- Obesity: related screening and counseling
- Oral (dental health) assessment, when done as part of a preventive care visit
- Sexually transmitted infections: related screening and counseling
- Skin cancer counseling for those ages 6 months to 24 years with fair skin
- Tobacco use: related screening and behavioral counseling

Immunizations:

- Chickenpox
- Flu
- Haemophilus influenzae type B (HIB)
- Hepatitis A and hepatitis B
- Human papillomavirus (HPV)
- Meningitis
- Measles, mumps, and rubella (MMR)
- Pneumonia
- Polio
- Rotavirus
- Severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) (COVID-19)
- Whooping cough

If you'd like more help understanding your preventive care benefits, call Member Services at the number on your ID card.

1 The range of preventive care services covered at 100% when provided by plan doctors is designed to meet state and federal requirements. The Department of Health and Human Services decided which services to include for full coverage based on U.S. Preventive Services Task Force A and B recommendations, the Advisory Committee on Immunization Practices (ACIP) of the Centers for Disease Control and Prevention (CDC), and certain guidelines for infants, children, adolescents, and women supported by Health Resources and Services Administration (HRSA) guidelines. You may have additional coverage under your insurance policy. To learn more about what your plan covers, see your *Certificate of Coverage* or call the Member Services number on your ID card.

2 You may be required to receive preapproval for these services.

3 The follow-up colonoscopy after a positive stool-based or direct visualization (such as a CT colonography or flexible sigmoidoscopy) colorectal cancer screening is considered a screening colonoscopy, meaning it is paid at 100% (so you pay no share of the cost) when provided by a doctor in the plan's network.

4 The Centers for Disease Control and Prevention (CDC)-recognized diabetes prevention programs are available for overweight or obese adults with abnormal blood glucose or who have abnormal CVD risk factors.

5 Some plans cover additional vision services. Please see your contract or *Certificate of Coverage* for details.

6 Keep in mind, these recommendations are categorized by "men" and "women," and are driven by biological sex (male and female) rather than gender identity. Meet with your doctor to determine which recommendations best apply to you based on individual factors, such as your sex assigned at birth and current anatomy.

7 Check your medical policy for details.

8 Breast pumps and supplies must be purchased from suppliers or retailers in your plan's network for 100% coverage. We recommend using plan durable medical equipment (DME) suppliers.

9 This benefit also applies to those younger than age 19.

10 Counseling services for breastfeeding (lactation) can be provided or supported by a doctor or facility in your plan's network, such as a pediatrician, OB-GYN, or family medicine doctor, and hospitals with no member cost share (deductible, copay, or coinsurance). Contact the provider to see if such services are available.

11 You may pay a share of the cost for other prescription contraceptives, based on your drug benefits. Your share of the cost may be waived if your doctor decides that using the multisource brand or brand name is medically necessary.

Anthem's Sydney Health app makes healthcare easier

Look up your personalized health and wellness information from anywhere



If you have an Anthem health plan, our SydneySM Health app can help you make the most of your benefits. Download and use the app to:

- View and use your **digital ID card**.
- Have a **video visit** with a doctor or mental health professional.^{1,2}
- **See what's covered** and **check your claims**.
- **Locate care** nearby and **check the cost**.
- Look up your **health history and medical records** — and your family's — with My Health Records.
- Chat with a **live agent** to get answers to your healthcare questions.
- Discover **well-being tips** on your MyHealth Dashboard.
- Find organizations that can help you with **food, transportation, and child care**.

Customized tools to help you stay in good health



The Personalized Preventative Care Checklist uses your claims history to notify you when it's time for you to take preventive care action and helps you plan for future actions.



The Nutrition Tracker logs your meals and tracks your nutrition using food-scanning technology. It also helps you meal plan.

Download our Sydney Health app today!



Scan the QR code with your phone's camera or visit [anthem.com/ca](https://www.anthem.com/ca) to use the same features on our website.

¹ Appointments subject to availability of a therapist.

² Online counseling is not appropriate for all kinds of problems. If you are in crisis or having suicidal thoughts, it's important that you seek help immediately. Please call 800-273-8255 (National Suicide Prevention Lifeline) or 911 for help. If your issue is an emergency, call 911 or go to your nearest emergency room. Emergency services are not provided on the Sydney Health app or anthem.com.

In addition to using a telehealth service, you can receive in-person or virtual care from your own doctor or another healthcare professional in your plan's network. If you receive care from a doctor or healthcare professional not in your plan's network, your share of the costs may be higher. You may also receive a bill for any charges not covered by your health plan.

Sydney Health is offered through an arrangement with Carolan Digital Platforms, a separate company offering mobile application services on behalf of your health plan. ©2023 The Virtual Primary Care experience is offered through an arrangement with hydrogen Health. Anthem Blue Cross is the trade name of Blue Cross of California. Independent licensees of the Blue Cross Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.

La aplicación Sydney Health de Anthem simplifica el cuidado médico

Busca información personalizada sobre tu salud y bienestar desde cualquier lugar



Si tienes un plan médico de Anthem, la aplicación SydneySM Health puede ayudarte a aprovechar al máximo tus beneficios. Descarga la aplicación y utilízala para realizar lo siguiente:

- Ver y usar tu **tarjeta de identificación digital**
- Realizar una **consulta por video** con un médico o profesional de salud mental^{1,2}
- **Consultar qué cubre tu plan y revisar tus reclamaciones**
- **Buscar cuidados** cerca tuyo y **consultar el costo**
- Buscar tu **historial de salud y registros médicos**, y los de tu familia, en Mis expedientes médicos (My Health Records)
- Hablar por chat con **un agente en vivo** para obtener respuestas a tus preguntas sobre cuestiones de cuidado médico
- Obtener **consejos de bienestar** en el Panel MyHealth (MyHealth Dashboard)
- Encontrar organizaciones que puedan ayudarte con cuestiones como **comida, transporte y cuidado de niños**.

Herramientas personalizadas para que mantengas una buena salud



La Lista de control personalizada de cuidado preventivo utiliza información sobre tu historial de reclamaciones para avisarte cuándo debes tomar medidas de cuidado preventivo y te ayuda a planificar acciones futuras.



Con el Registro de nutrición puedes registrar tus comidas y realizar un seguimiento de tu nutrición mediante la tecnología de escaneo de alimentos. También te ayuda a elaborar un plan de comidas.

Descarga nuestra aplicación Sydney Health hoy.



Escanea el código QR con la cámara de tu teléfono o visita anthem.com/ca para utilizar las mismas funciones en nuestro sitio web.

¹ Las citas están sujetas a la disponibilidad del terapeuta.

² La consejería en línea no es adecuada para tratar todos los tipos de problemas. Si estás atravesando una crisis o tienes pensamientos suicidas, es importante que busques ayuda de inmediato. Llama al 800-273-8255 (Línea Nacional de Prevención del Suicidio) o al 911, y pide ayuda. En caso de una emergencia, llama al 911 o dirígete a la sala de emergencia más cercana. No se prestan servicios de emergencia a través de la aplicación Sydney Health o anthem.com.

Además de usar un servicio de tele salud, puedes recibir cuidado virtual o en persona de tu propio médico o de otro profesional médico de la red de tu plan. Si recibes atención de un médico o profesional médico que no esté en la red de tu plan, tu parte del costo puede ser más elevada. Es posible que recibas una factura por cualquier cargo no cubierto por tu plan médico.

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